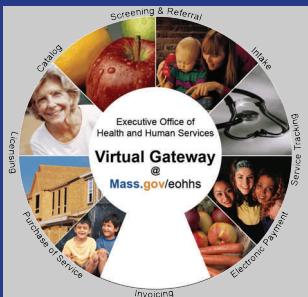


EIM/ESM Update

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The source for the latest information on the Enterprise Invoice/Service Management Service



EIM/ESM Overview

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM).

EIM/ESM replaces and standardizes manual, paper-based processes that vary across EOHHS agencies. The service improves internal controls and streamlines invoice submission, approval, and payment. It also provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 10,000 users, processing invoices totaling \$2.1B. each year.

Helpful Links:

[EIM/ESM Documents, Newsletters, and Training Materials](#)

Contact Us:
POS.EIM-ESM@massmail.state.ma.us

Service Delivery Report (SDR) Improvements

This month and next we are focusing on a number of updates to the SDR. These changes should speed processing and make the SDR easier to use. They also address problems we encountered during the September billing cycle that resulted in some processing delays.

Several page-level changes have been put in place:

Improvements for Providers

Users who are part of SDR authorization and approval now receive a new message when adjudication begins. Implemented to clarify timelines and next steps, the message reads, "Thank you for authorizing/approving the SDR. The adjudication process will now begin. Depending on the size of the SDR, this may take several hours. Please check back tomorrow for an updated status."

Improvements for EOHHS Agencies

Now users are able to refine SDR searches through two new fields on the *Service Delivery Report* page: **Fiscal Year** and **Contract Number**. The **SDR Status** field is also still available. Users may search using one, two, or all three of the fields at once. Use of all three will yield fewer results that return more quickly. Use of only one will typically take longer and return more values.

The screen shot below shows a search that uses all three fields, which is recommended for the best performance. In this example, a contract manager is looking for all SDR documents pertaining to a specific contract in "Partially Passed" status. FY 2008, the default, was used.

Contract Number:	abcde123	Fiscal Year:	2008
SDR Status:	Partially Passed		

More improvements will be made to the SDR in early November. Please stay tuned for additional news about how these changes will affect you!

Keeping Our Providers Informed

In November we will be hosting several learning sessions designed to help our providers understand SDR improvements. We intend to use a variety of workshop formats and will target our offerings based on user input.

Users of the SDR should expect to see an invitation, in the next week, to a learning session. This invitation will identify available dates, formats (conference call, web meeting, etc.), and next steps for participants.



More Channels for Provider Input

We are pleased to announce the launch of the EIM/ESM Provider Advisory Council! Fourteen provider organizations comprise this group, created to help the EIM/ESM leadership team stay informed about issues that matter to the provider community.

Council membership was determined through consultation with key trade organizations: the Association of Developmental Disabilities Providers, the Massachusetts Council of Human Service Providers, the Mental Health and Substance Abuse Corporations of Massachusetts, and the Massachusetts League of Community Health Centers all helped to identify Council participants.

The Council's first meeting was held last week and was a very productive session. We look forward to reporting further on the work of this important group.

Tip of the Month

Our resources who work with users – Customer Service, Training, and Implementation, to name a few – are always on the lookout for suggestions to pass along to make EIM/ESM easier to use. Starting this month, we will feature such items here.

We have learned that users sometimes miss an important step when using the **Copy Characteristics** feature as part of SDR preparation. What step is that? Saving their work! Users **must** save their work before they copy characteristics from one client to another client or group of clients.

Specific steps follow:

Step	Saving Before Copying Characteristics
1	Access the <i>Service Delivery Summary</i> page.
2	Click the <u>Enrollment Id</u> link for a client. The <i>Record Service Delivery</i> page appears.
3	Enter service information on the calendar.
4	Click Save Draft before moving forward to copy client characteristics. Otherwise, no data will be saved.

What's Next

We recently welcomed the Office for Refugees and Immigrants to the EIM/ESM service! Provider organizations associated with the 59 contracts added this month will begin billing via the EIM/ESM service in November.

We know that a number of contracts, across several agencies, have yet to be activated within EIM/ESM. We are looking carefully at the needs of agencies and provider organizations to complete deployment plans for the remainder of FY 2008. Provider organizations will hear from their Provider Access Leads as implementation decisions are confirmed.



Virtual Gateway Customer Service

**Monday — Friday
8:30 AM — 5:00 PM**

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1-617-988-3301 (TTY)**

